



Separated & Divorced Parents

Unless court documents state otherwise, our office will presume that parents share joint custody of their children and have equal rights to medical records and to make decisions about their care.

We understand that family changes like separation or divorce can be challenging. While we empathize, we focus solely on your child's medical needs. To best advocate for your child, we will remain impartial and not engage in parental disputes. Parents must communicate directly with each other regarding their child's care. Our office will not discuss legal issues or mediate disputes.

Our office follows all legal orders but requires official documentation to ensure compliance. Custody arrangements must be established through the courts or the Division for Children, Youth and Families.

Communication: We are not responsible for sharing visit information with each parent separately, and we will not contact the non-attending parent after visits. Either parent can access their child's after-visit summaries via their personal portal account. Appointment reminders will be sent to the primary phone number on file; this automated process cannot be customized per appointment or withheld at a parent's request.

Appointments with Parents: We accommodate appointment requests from either parent concerned about their child's health. However, appointments will not be scheduled for one parent to document their perspective. If this occurs, we reserve the right to deny future requests. Please make decisions about vaccinations and/or any office procedures before the office visit.

Billing: Our contract with your insurance provider requires that copays be collected at time of service. Payment is expected from the attending parent, and a receipt can be provided. If one parent is responsible for medical costs per court orders, we recommend keeping their credit card on file with our office. Accounts with unpaid balances, including copays, will incur a late fee.

Authorized Adults: Either parent may authorize a non-parent, such as a stepparent, grandparent, or partner, to accompany their child to an appointment. Without legal documentation stating otherwise, we cannot restrict an authorized adult from attending. The parents are responsible for coordinating who is authorized to accompany the child.

Disputes: Our providers and staff will not mediate or participate in disputes between parents. If disagreements interfere with care or disrupt our office, we reserve the right to discharge your family from our practice.

We encourage parents to prioritize their child's well-being. These situations are difficult, but cooperation is essential to support your child's health and emotional needs. Our shared priority is ensuring your child receives the care they deserve.

